

UNDERGROUND

SUMMER 2024

NEWS

IN THIS ISSUE:

- Executive Director's Corner
- 50-in-5
- Enforcement
- Learning Management System
- Locator Training
- Broadband Equity Access Deployment
1.7 Billion in Funding
- Missouri and Kansas 811
Podcast with Nick and Arch
- AND MORE!



UNDERGROUND NEWS

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MISSOURI-811.ORG | 811

EXECUTIVE DIRECTOR'S CORNER



RANDY NORDEN 

IGNORANCE IS NOT BLISS

Missouri 811 is the notification center. However, there is a greater morality than just sending messages that someone is going to dig around your utilities. There is a responsibility to help utilities and excavators alike understand the laws, rules, the standards of practice, and understand

that in our lives "Ignorance may not necessarily be bliss" in the opposite spirit of the old saying.

There is so much to your day-to-day life as a utility. You are trying to get that water line laid or repaired, broadband to new customers, gas and electric service to customers that need to use energy to make their day happen...but underlying all of that is the need to understand the crowded world of underground utilities, the laws, the rules, the standards of practices...and the understanding of the consequences of not knowing.

This issue of the newsletter talks about training. Missouri 811 offers free 811 Bootcamps in the Winter and Spring for those who excavate, free locator training every month for those who locate, free online Webinar Wednesdays direct assistance training for those who utilize the ticketing system and want to better know how to use the tools within. Last, but not least, Missouri 811 Damage Prevention Managers will come to your location and custom tailor training for your crew! Yes, that is free, too.

MISSOURI 811 DAMAGE PREVENTION MANAGERS

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Missouri 811 also wants to reach out to your industry organizations. In 2024, we have focused on the Missouri Municipal League, Missouri Public Utility Alliance, and Missouri Rural Water Association. Over half our utility membership consists of municipalities who tend to own every imaginable type of utility! Outreach through their industry organizations helps us to close missing loops of communication. We are eager to find other industry organizations that help to bring the message of damage prevention to underground utilities and the safety issues that go along with that mission. If we are missing from your industry organization's agendas, drop me a line and let me know. I would like to close that loop. My email is norden@missouri-811.org



50-IN-5

Beginning in 2023, Missouri 811 has been on a mission to cut utility damages by 50% by 2028. This is a big goal, and because of that, we need everyone's help in reducing damages across Missouri. It is estimated that damages to national underground utilities cost \$30 billion annually.

Of these damages, we know that over 76% are caused by:

- Failure to notify 811
- Failure to pothole, maintain clearance, etc.
- Failure to accurately or failure to complete locates in a timely manner

Missouri 811 believes that with the help and participation of our excavators, utility providers and homeowners, we can make this goal a reality. Missouri 811 is proactively participating in the 50-in-5 challenge by continuing to offer a wide variety of FREE training materials, online courses, and onsite excavation training with our Damage Prevention Managers. We encourage you all to stand with us in our goal to keep Missourians safer and our utilities functioning properly.

MISSION
Enhancing public safety and preventing
damage to underground facilities

VISION
Show me zero: Zero injuries
and zero interruptions





ENFORCEMENT - ATTORNEY GENERAL

It is the responsibility of the Missouri Attorney General's office to take action on member utilities and excavators who do not comply with the Missouri Underground Facility Safety and Damage Prevention Act, RSMo Chapter 319.010-319.050.

This enforcement of the law may result in warning letters and penalties for the member utilities and excavators, issued by the Attorney General's Office.

If you feel there has been a violation to Chapter 319, be sure to document as much of the incident as possible such as date, time, address, name of company, person or persons involved, etc. If possible, take photographs of the incident.

Violation letter templates can be found at <https://missouri-811.org/enforcement/>.

The available templates are:

Excavator Violations:

- Improper Use of "Emergency" Underground Facility Locate Request
- Improper Use of "No Response" Notification
- Improper Use of "Renewal" Underground Facility Locate Request
- Inadequate Advance Notice for Underground Facility Locate Request
- Inadequate Information Provided for Underground Facility Locate Request
- No Call Made to Missouri 811 Prior to Beginning Excavation
- No Call Made to Missouri 811 Prior to Beginning Excavation and Invoice for Repair of Damaged Facilities

Utility Violations:

Attorney General of Missouri – Enforcement of the Missouri Underground Facility Safety and Damage Prevention Act (One Call Law) – Complaint Form and Checklist

If you believe you have witnessed a violation of the Missouri Underground Facility Safety and Damage Prevention Act, please report these violations to the Attorney General's One-Call Unit.

MEMBER UPDATES

Did you know part of the One Call Law is keeping your account information current?

Do you know what your geographical notification area looks like?

Who do we contact if tickets are bouncing back to us as undelivered?

All this information is highly important for the one call system to operate correctly for you!

We have found that many of our contacts are elected officials and are replaced frequently. This could be our primary point of contact, mapping or billing contact, or even where tickets are being delivered.

Now is a good time to verify the information you have on file!

This can be done via the Member Portal here: <https://mocs.molcall.com/>

If you do not know the credentials for your company, email me at sgalbraith@missouri-811.org. I will send you credentials and instructions to get into your account to verify what's currently on file and make updates if needed.





THE BEAD PROGRAM AND THE POTENTIAL EFFECTS ON MISSOURI INFRASTRUCTURE

The Broadband Equity, Access and Deployment (BEAD) program is bringing \$1.7 billion in funds to expand reliable access to the internet to all Missourians, especially areas that have been previously unable to obtain internet access. With the influx of fiber lines to be installed throughout the state, the

role of safe digging becomes even more crucial. As contractors are awarded jobs for installing the fiber lines and begin excavation, the financial and legal implications become quite significant. In an effort to reduce the risks of financial and legal liability for internet service providers, Missouri 811 offers a variety of training options for excavators at no cost. These training options include online and in-person training. The topics covered throughout these training sessions include: One Call law, Missouri's rules and regulations, marking standards, industry best practices, excavation safety and more.

The BEAD program is a great opportunity for Missourians across the state to have access to the internet, which has the potential to help many achieve their educational and business goals. However, the success of this program hinges greatly on these fiber lines being installed safely and without damage to existing buried utilities. By ensuring that all excavators are trained in safe and effective excavation practices, Missouri 811 is helping to ensure existing buried utilities remain functional and undamaged, as well as encouraging more efficient and timely installation of this valuable infrastructure.

To learn more about the crucial educational opportunities offered by Missouri 811, visit our website at <https://missouri-811.org/> and navigate to the Field Education & Training dropdown. From here you can select "Learning Management System" to access the online courses, or "Request Training" to inquire about options for in-person training sessions. Together we can help Missouri reach its goals, and keep valuable infrastructure from being damaged. Safe digging starts with you.

If you do not receive the Proof of Participation email, check your junk/spam folder. If you still have problems contact me at 573-556-8117 or send an email to sgalbraith@missouri-811.org.





LEARNING MANAGEMENT SYSTEM

Missouri 811's Learning Management System (LMS) continues to expand. Within our LMS, you currently have the option of taking any of three courses:

1. Damage Prevention Awareness in English
2. Damage Prevention Awareness in Spanish
3. Essentials for Locators

The Damage Prevention courses are tailored for those who may be undertaking excavation activities. This course will teach you how to safely excavate near facilities. Participants will learn all about Missouri's excavation laws, regulations and industry best practices. The course is roughly an hour and a half long and is divided into 7 micro modules that discuss different stages of excavation. There are short quizzes throughout. Once a participant completes the course, they will receive a certificate of completion.

The Essentials for Locators Training is designed to educate utility locators who may be new to the field or who need a refresher. In this course, participants will receive an overview of 811 operations, get an in-depth look at the One Call Process, get a glimpse into locating principles and terminology, and receive on-site training with a locator using 360VP technology. This training is approximately an hour long and is divided into 4 modules. Upon successful completion, you will receive a certificate of completion.

By taking advantage of these great courses, you step up your knowledge and help keep Missouri's buried utilities running smoothly. In addition, you can ensure that everyone goes home safely. These courses are FREE and are a fantastic resource for those out in the field.

<https://mocs.dpacdn.training/>

THE MISSOURI & KANSAS 811 PODCAST WITH NICK AND ARCH

We are proud to introduce a new podcast hosted by Nick Rasa of Missouri 811 and Arch York of Kansas 811. Nick and Arch combine their backgrounds with utilities and locating with their expertise in the One Call program to offer unique and informative insights.



In addition to discussing industry current events and best practices, they'll talk with guests from the locator, excavation and utility industries.

Check it out online <https://missouri-811.org/podcast/>, on YouTube, or wherever you get your favorite podcasts.



LOCATOR TRAINING

Missouri 811 and Jeff Trowbridge of SubSurface Solutions have teamed up to bring cutting edge education and technology to locators across Missouri. Underground utility locating is a complex process and accuracy is vital to the safety of Missouri's infrastructure. Because of this, we are offering training sessions across the state for new and experienced locators.

These trainings are on-location and are tailored to utility locators, specifically. You are encouraged to bring your own equipment, but there will be extra sets to use during training.

During the course of the training, you will learn:

- Grounding principles
- Locator kit functionality
- Locating theory
- Best practices
- One Call Law

These sessions are FREE to attend, so keep an eye on the calendar for a date and location near you.

<https://missouri-811.org/meetings-events/category/locator-trainings/>

WEBINAR WEDNESDAYS

Missouri 811 believes that knowledge is power. Because of this, we have gone to great lengths to provide training for a variety of fields on various platforms to ensure that we can get that valuable knowledge to all who need it. In an effort to provide information for those that manage the tickets for their organization, we have teamed up with One Call Concepts to provide FREE in-depth training on the ITICnxt system.



Webinar Wednesdays are an easy and accessible way to become a master of the ITICnxt system. Every second and fourth Wednesday at 9am CT, you will have access to a live demonstration of ITICnxt. During these sessions, you'll learn how to navigate the interface, manage your tickets efficiently, how to take advantage of the advanced features, and have the opportunity to ask real world questions that the experts will answer live!

These webinars are completely free to join and are packed with valuable information.

<https://missouri-811.org/meetings-events/category/webinars/>

UNDERGROUND NEWS

SUMMER 2024



CLICK OR CALL
3 WORKING DAYS
BEFORE
YOU DIG

FOLLOW US ON SOCIAL MEDIA



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